

JIMMY DUONG

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EDUCATION

MONMOUTH UNIVERSITY, West Long Branch, NJ May 2019
B.A., Software Engineering, GPA 3.2, Minors in Computer Science and Mathematics
Relevant Coursework, Software Practicum | Requirements Engineering & Specifications | Introduction to Java I & II | Introduction to Software Engineering | Applied Discrete Math | Combinatorics and Graph Theory

EXPERIENCE

MONMOUTH UNIVERSITY, West Long Branch, NJ September 2015 – Present
Student Help Desk Technology Assistant January 2016 – Present

- Train new lab assistants to properly handle lab equipment and fulfill day-to-day request from students, Graduate Assistants, staff, faculty, and administrator
- Assist clients' needs effectively by being the first line of support and communicate information to full-time technicians with complex issue for assistance
- Check computer labs to keep 60+ computers at top performance for approximately 6,000+ students and taking the work load off the full-time staff

Lab Assistant September 2015 – January 2016

- Fulfilled day-to-day requests from students, Graduate Assistants (GA), staff and faculty by helping them troubleshoot their devices
Ex. Computer software unknown to students, Connectivity to wifi with several devices, Guide students unfamiliar to the campus
- Ensured all lab equipment maintained pristine working conditions while documenting equipment failures
- Checked computer labs to keep 20+ computers and 2+ printers in pristine condition for approximately 3,000+ students to utilize at top performance

NEW JERSEY ADVOCATES FOR EDUCATION, South Orange, NJ May 2018 – August 2018
Data Analyst

- Used various media platform and resources to gather data by cross-referencing known data with unknown data to locate alums
- Located approximately 80 alums out of 197 and spoke with to complete a survey, 117 out of 197 completed the survey.

WORLDWIDE LOGISTICS Ltd, Paramus, NJ July 2017 – January 2018
Customs Analyst Intern

- Assisted in the process of converting the company to paperless, and effectively streamlining over 1000 files a month
- Communicated through multiple departments to collect required documents and information for shipments to be cleared by US Customs
- Worked on various projects on an ad hoc basis with the ability to meet deadlines
- Coordinated a customer visibility project utilizing cloud-based software

BED BATH & BEYOND CORPORATE HEADQUARTERS, Union, NJ June 2016 – August 2016
Data Operation Consultant

- Managed communication among multiple vendors and cross-functional product teams to resolve data issues and assisted product leaders in managing content selection, clean-up, and uploading images for BB&B website
- Used in-house software packages, Photoshop and Bridge to optimized image quality by reducing time and increased image turnover by 10%

LEADERSHIP

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- **Fellow, America Needs You** (Summer 2016 – Spring 2018): Selected from an applicant pool of over 150 first-generation college students in New Jersey to serve in a 2-year career development and leadership training program
 - **Hawks Helping Hawks** (Fall 2016 & 2017): Helping Freshmen moving into their resident hall by lifting refrigerator, luggage, and other essentials they have brought and showing them to their designated room and building.
 - **Chi Alpha Epsilon** (Fall 2016): Inducted into national honor society for opportunity programs with scholars maintaining 3.0 GPA
 - **Leadership Institute for First-Year Transformation** (Fall 2016): Learning how to be more conscious and understanding that everyone is unique in their own ways

ADDITIONAL

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- **Computer Skills:** Java, Adobe Photoshop, Adobe Indesign, Adobe XD, Foxit, Microsoft Word, Excel, PowerPoint
 - **Languages:** Vietnamese, Cantonese
 - **Personal Interests:** Tennis (Varsity)